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December 20, 2021

VIA ELECTRONIC FILING

Ms. Jocelyn Boyd
Chief Clerk and Administrator
South Carolina Public Service Commission
Synergy Business Park, The Saluda Building
101 Executive Center Drive
Columbia, SC 29210

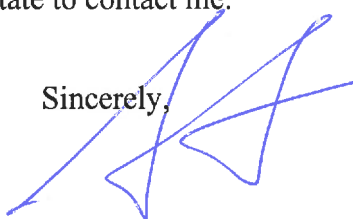
Re: Application of CenturyTel Broadband Services, LLC for a Certificate of Public Convenience and Necessity to Provide Competing Local Exchange, Exchange access and Interchange Telecommunications Services in the State of South Carolina and for Alternative and Flexible Regulation
Docket No. 2021-336-C

Dear Ms. Boyd:

Enclosed please find for filing the Prefiled Direct Testimony of Ted M. Hankins, on behalf of CenturyTel Broadband Services, LLC ("CenturyTel"). By copy of this correspondence, I am serving all parties of record..

Thank you for your assistance in this matter. If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,



Scott Elliott

SE/lbk
Enclosure

cc: All parties of record (W/encl. via Electronic Mail)

BEFORE THE
SOUTH CAROLINA PUBLIC SERVICE COMMISSION
DOCKET NO. 2021-336-C

CenturyTel Broadband Services, LLC)
Application for Certificate of Authority)
To Provide Telecommunications)
Services in the State of South Carolina)

CENTURYTEL BROADBAND SERVICES, LLC

TESTIMONY OF

TED M. HANKINS

GOVERNMENT AFFAIRS DIRECTOR

Q. Will you please state your name and business address.

A. My name is Ted Hankins. My business address is 100 CenturyLink Drive, Monroe, Louisiana 71203.

Q. On whose behalf are you submitting direct testimony?

A. I am submitting this direct testimony on behalf of CenturyTel Broadband Services, LLC ("CTBS"), a subsidiary of CenturyLink, Inc.

Q. By whom are you employed and what is your position?

A. I am currently employed by CenturyLink Service Group as a Government Affairs Director.

Q. What are your responsibilities as a Government Affairs Director?

A. In my current position, I am responsible for regulatory operations of several states including South Carolina and am responsible for the development and presentation of CenturyLink's advocacy before regulatory bodies concerning regulatory issues.

Q. Please describe your experience in the telecommunications industry before becoming a Government Affairs Director.

A. I have worked in the telecommunications industry in various capacities for over 40 years. I have held positions in Fixed Asset Accounting, Separations, Toll Billing, Carrier Access Billing, Intrastate Settlements, Economic Analysis, Government Relations, Regulatory Operations, and Government Affairs.

Q. Please summarize your educational experience.

A. I received my Bachelor of Science Degree in Business Administration from the California State University – Chico, in December 1979. My undergraduate work included, among other areas of study, course work in personnel and economics. I have

also completed additional course work toward a Master's of Business Degree as well as courses on industry topics.

Q. Have you previously testified before state commissions?

A. Yes. I have presented testimony before state commissions in Alabama, Arkansas, Colorado, Illinois, Indiana, Missouri, Michigan, New Mexico and Oklahoma.

Q. What is the purpose of your testimony?

A. The purpose of my testimony is to demonstrate that CTBS is technically, financially, and managerially capable of providing facilities-based local and long distance telecommunications services in South Carolina.

Q. Has CTBS been a certified telecommunications carrier in South Carolina?

A. No.

Q. Describe CTBS's experience in the telecommunications business.

A. CTBS is a direct, wholly-owned subsidiary of Lumen Technologies, Inc. ("Lumen"). Lumen, through its subsidiaries, including CTBS, provides high-quality voice and data services to enterprise, government, wholesale, and carrier customers over its IP-based network in all 50 states, the District of Columbia, and more than 60 countries.

Q. Please describe the services CTBS proposes to offer.

A. CenturyTel Broadband Services, LLC currently provides broadband services and owns equipment and facilities associated with that service. For regulated voice services, CenturyTel Broadband Services, LLC intends to initially operate as a reseller of services provided by its affiliates and/or other companies. CTBS proposes to provide local and interexchange facilities-based telecommunications services to customers throughout the state of South Carolina,

Q. Is CTBS submitting a South Carolina tariff?

A. CTBS will file its tariff with the Commission in a form similar to those submitted by other approved providers of local and interexchange service.

Q. How will CTBS bill for its services?

A. CenturyTel Broadband Services, LLC will use the same billing system used by other Lumen-affiliates. CTBS will bill its services on a monthly basis. All billing statements list the Company's name, address and customer service toll free telephone number for inquiries or concerns. No change in billing practices is contemplated as a result of the proposed expanded authority.

Q. How will billing errors, complaints and trouble reports be handled?

A. CTBS understands the importance of effective customer service for its customers. The Company's toll-free telephone number, 866-476-9909, is also available for customer inquiries, complaints and repair.

Q. How will CTBS handle repairs for its service?

A. CTBS provides repair services using its own agents or through agents contracted with an independent third-party contractor.

Q. Does CTBS have a contact person that will work with the South Carolina Consumer Services Division for customer complaint resolution?

A. Yes, I am the contact person for the South Carolina Consumer Services Division. My telephone number is (318) 388-9416 and facsimile number is (318) 388-9602. CTBS will update the Commission if this contact information changes.

Q. Describe CTBS's financial ability to operate as a telecommunications provider.

A. CTBS has sufficient financial resources to continue providing its current telecommunication services in South Carolina and the financial capability to meet its lease and ownership obligations. Financial information was provided, as a link to its 10K filings, in the Company's application.

Q. How will CTBS collect and remit appropriate taxes in South Carolina?

A. CTBS subscribes to the necessary tax programs and databases to track the current tax rate for all jurisdictions in which CTBS provides service. Thereafter, the taxes collected by CTBS are remitted to the appropriate taxing authorities. Our billing and accounting systems provide sufficiently detailed data for preparation and filing of the appropriate South Carolina taxes.

Q. Has the company ever provided service under any other name?

A. No.

Q. Have any formal complaints or judgments been levied against the company?

A. No, CTBS has not been involved in any formal customer complaints, nor have any judgments been levied against the company.

Q. How will South Carolina consumers benefit from CTBS's services?

A. Certification of CTBS as a facilities-based provider of local and interexchange services will have no immediate impact on customers. Rather, it will offer an alternative provider to South Carolina customers and increase the number of competitors in the state.

Q. Will the company plan to offer service in rural areas?

A. No, it is not the intent of the company to enter rural areas without additional notice.

Q. Does this conclude your testimony?

A. Yes.

CERTIFICATE OF SERVICE

The undersigned employee of Elliott & Elliott, P.A. does hereby certify that she has served below listed parties with a copy of the pleading(s) indicated below by mailing a copy of same to them via Electronic Mail, on the date indicated below:

RE: Application of CenturyTel Broadband Services, LLC for a Certificate of Public Convenience and Necessity to Provide Competing Local Exchange, Exchange access and Interchange Telecommunications Services in the State of South Carolina and for Alternative and Flexible Regulation

DOCKET NO.: 2021-336-C

PARTIES SERVED: **Via Electronic Mail**
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PLEADING: PREFILED DIRECT TESTIMONY OF TED M. HANKINS

December 20, 2021



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